



Toronto
School of
Management

Student Handbook

Welcome to TSOM



Table of Contents

Please click on the topic you would like
to jump to for quick access

About TSOM	4
Toronto Facts	6
Toronto Attractions	6
Health Insurance	8
Travel Support to and from	9
Getting Around the City	12
Getting Your Social Insurance Number (SIN)	18
Opening a bank account here in Toronto	21
Student Services	22
How to get MyTSOM Credentials and Discounts.	22
How to get a TSOM Student ID card	23
Making Appointments with TSOM Staff	24
Health, Wellness and Accessibility Services	26
Toronto Public Library (TPL).	28
Online Resources	29
Academic Policies and Advising	30
Learning Strategies	32
MyTSOM Student Portal	34
Canvas	35
Career Services	36
Student Activities	40
Housing	54
TSOM Facilities	54
Campus Etiquette	55
Important Contacts	56

About TSOM

Toronto School of Management (TSOM) is a private post-secondary institution operating in Ontario and is registered as an Ontario career college under the Ontario Career Colleges Act, 2005.

TSOM is also a Designated learning institution (DLI) and is registered with the Canadian government under the number: **O131394510557**

ADDRESS:

22 College St, Toronto, ON, M5G 1K2

TSOM offers:

- Diverse learning environments
- Student-focused class sizes
- Opportunities to link studies with hands-on experience
- Downtown campus: shopping, entertainment, restaurants, public transit
- Interactive administrative learning platform
- Indoor and outdoor activity programs
- Academic and career-focused workshops

Our Core Values

Our Focus

We go beyond by providing an innovative learning experience for our students through a balanced mix of theoretical and applied learning in various fields. We offer academic pathways to our partner institutions, as well as professional guidance towards career experience with co-op employment opportunities in Toronto and across the country.

Our Mission

Uniting industry expertise with peer-created curriculum to empower students in a diverse, globally focused learning environment.

Our Vision

Shaping global leaders through innovative, industry-driven education for transformative international and domestic career success.



Our Values

Achieve educational excellence.

We are a leader in delivering academic innovation to our students. We take pride in our students' inspiring success stories, as well as the long list of awards and recognitions our institution has garnered over the years.

Prepare for career success.

We provide a holistic academic journey for our students that spans from the classroom to the workplace. Our Career Services team ensures employability for our students by providing real-world skills, as well as networking and employment opportunities with over 100 industry-relevant co-op partners across Canada.

Empower our students.

One of our main objectives at TSOM is to support our students in their goals and ambitions. We strive to be an institution where they can fully harness their potential and build confidence to pursue their desired career paths.



Foster collaborative learning.

At TSOM, we value the importance of fostering a collaborative environment for our students. Our programs and other extracurricular activities encourage students to work together and share knowledge in order to improve their learning experience.

Uphold integrity and ethics.

TSOM is committed to upholding a high standard when it comes to the integrity of our institution and students. We believe that encouraging equality and respect and leading by example will hone our students to be reputable professionals in the future.

Cultivate a global perspective.

As an institution based in Toronto, we believe in maintaining the quality of our education and student experience on an international level. At its core, TSOM is a champion of advocating for diversity and inclusivity. By promoting these values, we help our students expand their world views, be more adaptive to the different workplace environments across the globe and become internationally competitive professionals.

Toronto Facts



Toronto has one of the most diverse populations in the world where over 140 languages are spoken as reported by the BBC.



Canada often ranks highly in the areas of economic stability, a good job market, quality of life, and public safety according to the US News & World Report.



Toronto is one of the top destinations for global talent after research was conducted by the Boston Consulting Group.



Toronto is the 2nd safest city in the world to live in according to the Safe Cities Index.



TSOM's campus is located in the heart of Downtown Toronto, close to city hotspots like the Entertainment District, Financial District, Discovery District, Distillery District, Harbourfront, City Hall, High Park, etc.



Toronto is the fastest-growing tech city in North America according to the New York times.

Toronto Attractions

- Toronto is home to a dynamic mix of tourist attractions, from museums and galleries to the world famous CN Tower.
- It is only a short drive to Niagara Falls (voted 8th Natural Wonder of the World with Trip Advisor).
- The city boasts a vibrant Entertainment District, featuring the latest musicals and fine dining options.
- According to toronto.ca, the city has a shoreline 46 km long from Etobicoke Creek to the Rouge River with 11 public beaches to explore.
- The city maintains and manages more than 1,500 parks, including Toronto Island, a great escape for summer activities and outdoor fun.
- Toronto is home to many professional sports teams like the Maple Leafs, Blue Jays, Raptors and Toronto FC!.



Toronto
School of
Management

How to Get Health Insurance

During your time in Canada, you must have adequate health insurance to cover any unforeseen medical related expenses. If you do not already have insurance provided by your province or your agency, then TSOM can offer you guard.me insurance. Check out their website and policies at www.guard.me. If you purchase your health insurance from TSOM, it will be activated on the first day of your classes. Once activated, we will send you a guard.me health insurance activation email with details to check your policy and access information.

If you would like to purchase insurance through TSOM, please contact studentservices@torontosom.ca.

Health Insurance is mandatory for all international students throughout the duration of their program.

International Students Health Insurance Policy



[TSOM Health Insurance video](#)

Purchasing proper health insurance ensures you get the healthcare in Canada that you need, at a price you can afford.

Health Insurance

The Toronto School of Management partners with guard.me to provide comprehensive and affordable coverage to students. For general inquiries, students may contact 1-877-873-8447, 24 hours per day, 7 days per week. For further information regarding policies and coverage, students may visit guard.me.

GuardMe™

Travel Support to and from.



TO TRAVEL TO TORONTO, YOU WILL NEED MOST OR ALL THESE DOCUMENTS:

- Letter of Acceptance.
- Port of Entry Letter.
- Study Permit.
- Temporary Resident Visa (TRV).
- Electronic Travel Authorization (ETA).



[Travel Support video](#)

Protect yourself from scams

Students are particularly vulnerable to scams before coming to Toronto and upon their arrival since everything is new and might be unverifiable.

Be alert to the fact that scams exist! Scammers often pretend to be someone you trust. When dealing with uninvited contacts from people or businesses, whether it's over the phone, by mail, email, text, in person or on a social networking site, always consider the possibility that the approach may be a scam.

[Protect Yourself from Scams video](#)



"REMEMBER, IF IT LOOKS TOO GOOD TO BE TRUE, IT PROBABLY IS NOT TRUE."

Here is how you can protect yourself from scams:

- Never send money to someone you have never met face-to-face.
- Don't click on links or open attachments in unsolicited email.
- Don't buy items online unless the transaction is secure.
- Be extremely cautious when dealing with anyone you've met online.
- Don't be pressured to act immediately.
- Be sure to use privacy settings on social media on all online accounts.
- Use secure, traceable transactions. Say no to cash-only deals, high pressure sales, and handshake deals without a contract.
- Never share personally identifiable information with someone who has made unsolicited contact.



Legal Information

Alcohol and Drug Regulations

The legal drinking and smoking age in Toronto is 19 years old. Possession or use of illegal drugs, including cannabis by those under 19 or outside legal limits, is strictly prohibited. It is also illegal to drive or operate machinery while impaired by alcohol or drugs. If you are caught under the influence or in possession of illegal substances, the police will be contacted, and a parent or guardian (if applicable) will be notified. Consequences may include fines, arrest, jail time, and/or deportation from Canada. Any drug use will result in immediate suspension or expulsion from Toronto School of Management.

In Toronto, smoking is also not allowed within 9 meters of entrances or exits of public buildings such as schools,

workplaces, and restaurants. This bylaw helps protect people from second-hand smoke. Violations may result in fines, so please be aware of designated smoking areas.

Immigration Advice

What do we do?

As a TSOM student, you can reach out to our immigration specialists for visa assistance. TSOM has an International Student Advisory (ISA) team who is here to guide and support you on immigration-related matters during your journey at TSOM, from enrolment to program completion.

How to contact the ISA team

Our International Student Advisory team would be happy to help you with any immigration-related questions that you may have.

Please contact isa@torontosom.ca to request an ISA consultation.

When emailing our team, please include the following:

- Your student identification (ID) number in the subject line
- Your first and last name
- Your most recent Canada Visa Status Document (as an attachment)
- Brief explanation of your questions and concerns
- Your preference between an online or on-campus consultation

Please note that if your question requires additional time or privacy, the advisor may suggest setting up an Appointment with you online or on campus, as per your availability.

For more information regarding ISA services, please refer to our website:

[International Student Advisory \(ISA\)](#)

You can check on this website for details about immigration, study permits, citizenship, different types of visas available and how to apply for visas.

[Government of Canada Immigration and Citizenship](#)



Getting Around the City

Toronto has two major transit operators –the TTC (Toronto Transit Commission) and the GO. The TTC covers most of Toronto as well as some of the surrounding areas. Some transportation options include subways, buses and streetcars.

The GO manages trains and buses that travel outside of Toronto and into surrounding towns and cities. If you go to another city or town close to Toronto, it will most likely have its own bus system like the DRT Pulse in Pickering and Mississauga's MiWay.



PRESTO

A PRESTO card is a reloadable smart card used for public transit fare payment which has eliminated the need for cash and tickets. It allows you to access all public transit throughout Toronto and its surrounding area. You can purchase one at any participating Shoppers Drug Mart location (a chain of stores in Canada).

Once you have this, you can either load funds onto it to 'tap' as you ride or you can load a pass onto it for the TTC.



GO Train Discounts

Register as a student on your PRESTO card to ensure you are charged the correct GO fare. Failure to register may result in being charged the full adult fare instead of the student rate and could lead to fines. Registration helps protect your balance and ensures you receive the appropriate fare discounts.

Students can save 40% with PRESTO on GO Transit and UP Express.

For more information on accessing this discount, visit:

[Post-Secondary Student Discount | GO Transit.](#)

To see if your commute will need the GO, you can go to this helpful [website](#) for route details.

TTC Discounts



A post-secondary monthly pass is available on PRESTO.

This gives you unlimited travel on the TTC for a month.

You must get your TTC post-secondary photo identification card first in order to receive your student discount on your PRESTO card. Carry both with you when travelling on the TTC.



**TTC Subway and
Streetcar Map link**

**Carry both your
TTC post-secondary
student photo ID
with your PRESTO
card at all times
on your TTC trips
to avoid fines –
TTC passengers
are subject to
inspection by fare
inspectors.**

TTC and getting your TTC post-secondary student photo ID

To receive your TTC post-secondary photo ID, students must bring the following to Bathurst Subway Station:

- Letter of Admission (LOA) and Study Permit
- Class Schedule
- One piece of photo ID



TTC Dual Fare Information–One Fare Program

Ontario is eliminating double fares. This means if you use multiple public transit systems (the GO, TTC, DRT Pulse and other GTA transit agencies), you only have to pay for the most expensive ticket.

[Ontario's One Fare Program](#)

[How to Get a TTC Monthly Pass video](#)

[TTC Fares & passes website](#)

Before getting your pass, make sure you will use the TTC enough to make it worth the price. The pass is more than \$100 and a ride is about \$3. You should be tapping enough to add up to over \$100.

In addition, be aware of the date you purchase the pass. It runs from the first of the month to the last date. If you buy it later in the month, you will still pay the full price. For example, a September pass starts on September 1st and ends on September 30th. The cost of this remains the same even if you get yours on September 29.

Student's Rights and Responsibilities

As an international student, understanding your rights and responsibilities is essential to ensuring your academic success and well-being while studying in a new country.

Key Responsibilities of International Students

- Adherence to visa conditions
- Maintaining academic standards (attendance & grades)
- Abiding by federal and local laws
- Following tuition and fees
- Having valid health insurance throughout the duration of your program
- Adherence to campus policies
- Respect for other's religions and cultures

Statement of Students' Rights and Responsibilities





Ontario Driver's Licence and Photo Card

If you want to get an Ontario driver's licence or identification card, you will need to visit [Service Ontario](#).

Driver's Licence

Ontario has a [reciprocal licence agreement](#) with several other countries where, if you meet the requirements, you may be able to exchange your home country's licence for an Ontario driver's licence. If you are not eligible, you can obtain an Ontario Photo Card which serves as your ID.

You will need to bring the following to apply:

- Required ID
- Current driver's licence
- Fee for the licence
- Proof of two-year driving experience

If your home country is not on the reciprocal licence agreement, you will need to take an eye test, a knowledge test and a road test to get an Ontario driver's licence.



Service Canada vs. Service Ontario

Service Canada – Federal

- SIN number
- Passport
- Unemployment Insurance

Service Ontario– Provincial

- Licence Plate
- Health Card
- Driver's Licence
- Accessible Parking Permit

Service
Canada

ServiceOntario

[Service Canada – Canada.ca](#)

[ServiceOntario | ontario.ca](#)



Getting Your Social Insurance Number (SIN)

What is a SIN?

A Social Insurance Number (SIN) is a unique identifier issued by the Government of Canada. It is essential for accessing government services, working in Canada, filing taxes, and managing your credit score. Your SIN is used to track your income and credit activities, so it must be kept confidential to protect against identity theft.

How to Get a SIN

For the first time, or to extend your SIN, you will need the following **required documents**:

- Valid Co-op Work Permit or Study Permit:
If you don't have a work permit, your study permit must contain specific conditions or remarks regarding your eligibility to work. To be eligible for a SIN, your study permit should include at least one of the following statements:
 - "May accept employment on or off campus if meeting eligibility criteria, per paragraph R186(f), (v) or (w) and must cease working if no longer meeting these criteria"
 - "May work 20 hours per week off campus or full time during regular breaks if meeting criteria outlined in paragraph 186(v) of the Immigration and Refugee Protection Regulations"

- "May accept employment on the campus of the institution at which registered in full-time studies"

- Issued Under R205 C I; Only for work forming an essential/integral part of the course offered by the designated learning institution; cannot be used as a post graduate work permit.

- Your passport or any other Canadian government-issued ID:

This must include your legal name and date of birth.

- Proof of Your Address in Canada:

- Your proof of address must have your name on it, matching the name on your other documents.

- The address must match your mailing address in the online application form, otherwise Service Canada will likely refuse your application.

Your SIN will not be issued for a period longer than your study permit and/or work permit expiration date. If your study permit does not list conditions, please email the ISA at isa@torontosom.ca for further information.

*Please do not make TSOM's address your mailing address for your SIN number. You will not be forwarded any mail.

Where to Check Your Study Permit for the conditions:

Immigration, Refugees and Citizenship Canada / Immigration, Réfugiés et Citoyenneté Canada

PROTECTED WHEN COMPLETED / PROTÉGÉ UNE FOIS REMPLI - B

CANADA

EB036 558 126
F314040746

Application/Demande: [REDACTED]
UCI/IUC: [REDACTED]

STUDY PERMIT/PERMIS D'ÉTUDES

CLIENT INFORMATION/INFORMATION DU CLIENT

Family Name/Nom de Famille: [REDACTED]
Given Name(s)/Prénom(s): [REDACTED]
Date of Birth/Date de naissance: [REDACTED] (yyyymmdd - aaammmjj)
Sex/Sexe: [REDACTED]
Country of Birth/Pays de naissance: [REDACTED]
Country of Citizenship/Citoyen de: [REDACTED]
Travel Doc No./N° du document de voyage: [REDACTED] PASSPORT

ADDITIONAL INFORMATION/INFORMATION SUPPLÉMENTAIRE

Date Issued/Délivré le: 2022/08/23 (yyyymmdd - aaammmjj)
Expiry Date/Date d'expiration: 2024/12/31 (yyyymmdd - aaammmjj)
Case Type/Genre de cas: 30
Institution Name/Nom de l'institution: DESIGNATED LEARNING INST-ON
Field of Study/Domaine d'études: HOSPITALITY/TOURISM
In Force From/En vigueur le: 2022/08/23 (yyyymmdd - aaammmjj)

Conditions:

1. MUST LEAVE CANADA BY 2024/12/31
2. NOT VALID FOR EMPLOYMENT IN BUSINESSES RELATED TO THE SEX TRADE SUCH AS STRIP CLUBS, MASSAGE PARLOURS OR ESCORT SERVICES.
3. MAY ACCEPT EMPLOYMENT ON OR OFF CAMPUS IF MEETING ELIGIBILITY CRITERIA AS PER R186(F), (V) OR (W). MUST CEASE WORKING IF NO LONGER MEETING THESE CRITERIA.

Remarks/Observations:

THIS DOES NOT AUTHORIZE RE-ENTRY/CECI N'AUTORISE PAS LA RÉ-ENTRÉE

THIS FORM HAS BEEN ESTABLISHED BY THE MINISTER OF IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA - THIS DOCUMENT IS THE PROPERTY OF THE GOVERNMENT OF CANADA
FORMULAIRE ÉTABLI PAR LE MINISTRE DE L'IMMIGRATION, RÉFUGIÉS ET CITOYENNETÉ CANADA - LE PRÉSENT DOCUMENT EST LA PROPRIÉTÉ DU GOUVERNEMENT DU CANADA

1501 14428 (1-2023)
Canada

Conditions:

1. MUST LEAVE CANADA BY 2024/12/31

2 NOT VALID FOR EMPLOYMENT BUSINESSES RELATED TO THE SEX TRADE SUCH AS STRIP CLUBS. MASSAGE PARLORS OR ESCORT SERVICES,

3. MAY ACCEPT EMPLOYMENT ON OR OFF CAMPUS IF MEETING ELIGIBILITY CRITERIA AS PER R 186(F) (V) OR (W) OR MUST CEASE WORKING IF NO LONGER MEETING THESE CRITERIA.

Where to Apply for a SIN:

- **Airport Application:** Students can receive their Social Insurance Number upon arrival. Service Canada has an office at Pearson Airport with limited weekday hours. If you arrive outside of these hours, you can visit a local Service Canada office to obtain your SIN.
- **Online Application:** Apply through the [Service Canada website](#) for a SIN which will require you to submit your application and documents electronically. This is the fastest method.
- **In-Person Application:** Visit a Service Canada office in Toronto to apply for your SIN. Bring the necessary identification documents for verification.



[How to apply for a SIN](#)

Canada Social Insurance

Number:
1-866-274-6627

Link:

Service
Canada 

Opening a bank account here in Toronto

The banking system in Canada is closely regulated by the Office of the Superintendent of Financial Institutions (OSFI), and consumers enjoy a very high level of protection.

As such, you don't have to worry about choosing "the wrong bank" — they are all equally safe, but simply have different consumer offerings. You'll need at least two pieces of identification (ID) to open a bank account in Canada.

Acceptable identification may include the following:

- Passport
- Study Permit
- Letter of Acceptance
- Proof of Physical Address here in Canada
- Travellers' Cheques (to deposit money)

*Please do not make TSOM's address your mailing address for your bank account. You will not be forwarded any mail.



[Opening a Bank Account](#)



Scotiabank®



Student Services

We are here to help you with:

- Accessing new student settlement services
- Obtaining a TSOM Student ID card
- Discovering student activities and events
- Getting your student newsletter
- Housing support
- MyTSOM credentials
- Purchasing health insurance
- Issuing official letters (Invitation Letter/Enrollment) and travel support documents
- Preparing for convocation
- Alumni newsletter and engagement

- Mental Health Support
- LGBTQS+ Support
- Any other personal or non-academic matters

A service fee may apply for the issuance of certain letters.

Any questions, concerns, or feedback? Email us at

studentservices@torontosom.ca.

For all student services inquiries in person or via email, you must provide your student number.

How to get MyTSOM Credentials and Discounts

Visit office.myTSOM.ca with your credentials to log in.

An email from Student Services will be sent to you with your own personal MyTSOM credentials within a week after you start your first classes. Sign in for the first time using the email address and unique password provided to you.



Follow the instructions sent step-by-step. Enjoy student discounts!

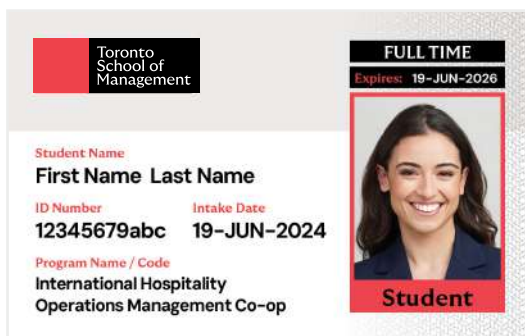
Please contact

support@mytsom.ca

for access and technical support.

How to get a TSOM Student ID card

- Email studentservices@torontosom.ca.
- Within the email, please include a jpeg passport-sized photo. Passport Photo Size: 70 mm x 50 mm
- We will email you when your student ID card is ready for pickup.
- Use your student ID card to get your discounts!
- There is no additional cost to obtain your student ID.
- Please update your local address and local phone number on the Student Portal before picking up your ID card.



[How to get a TSOM Student ID Card video](#)

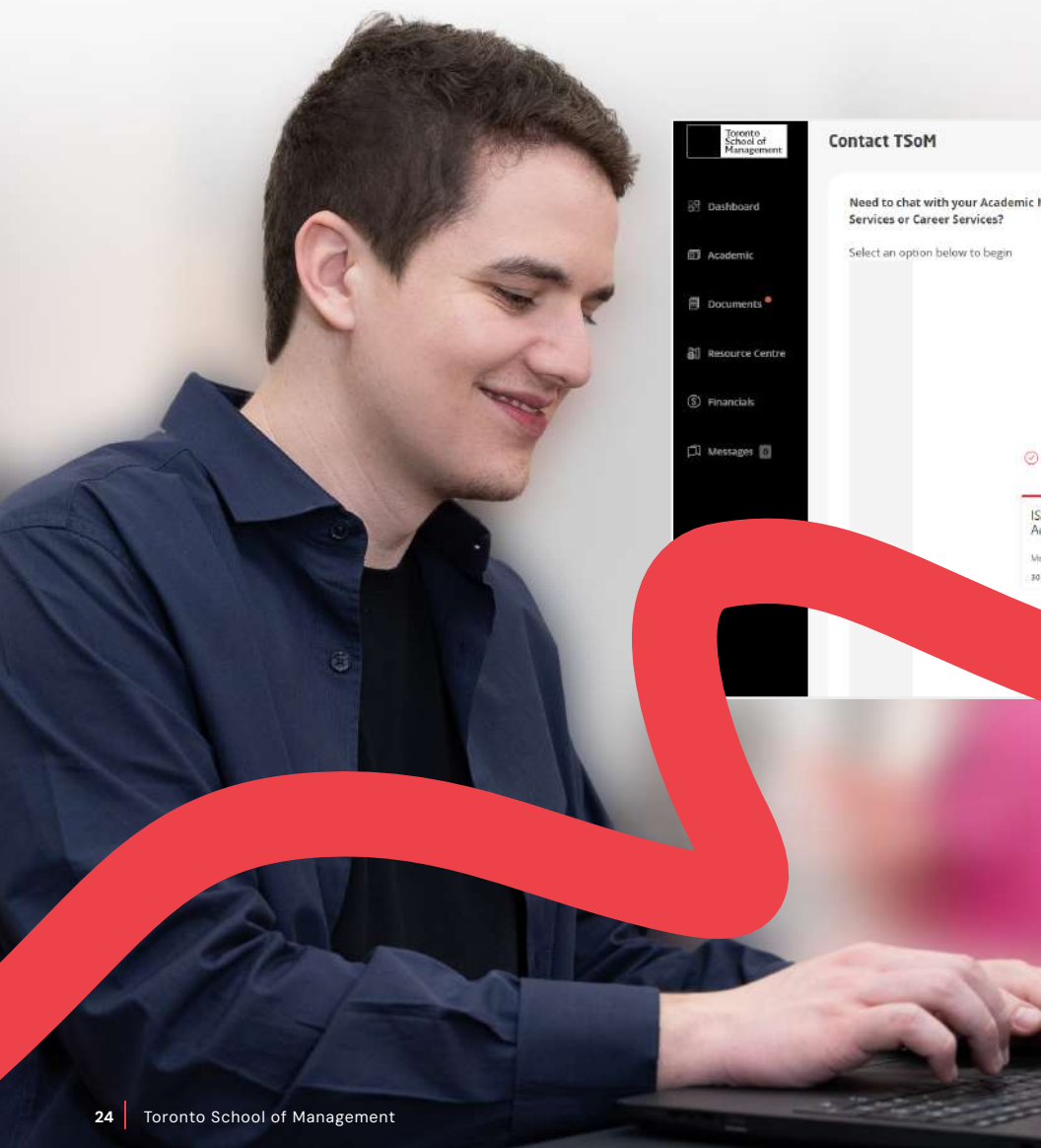
Discounts:

STUDENT PRICE CARD



Making Appointments with TSOM Staff

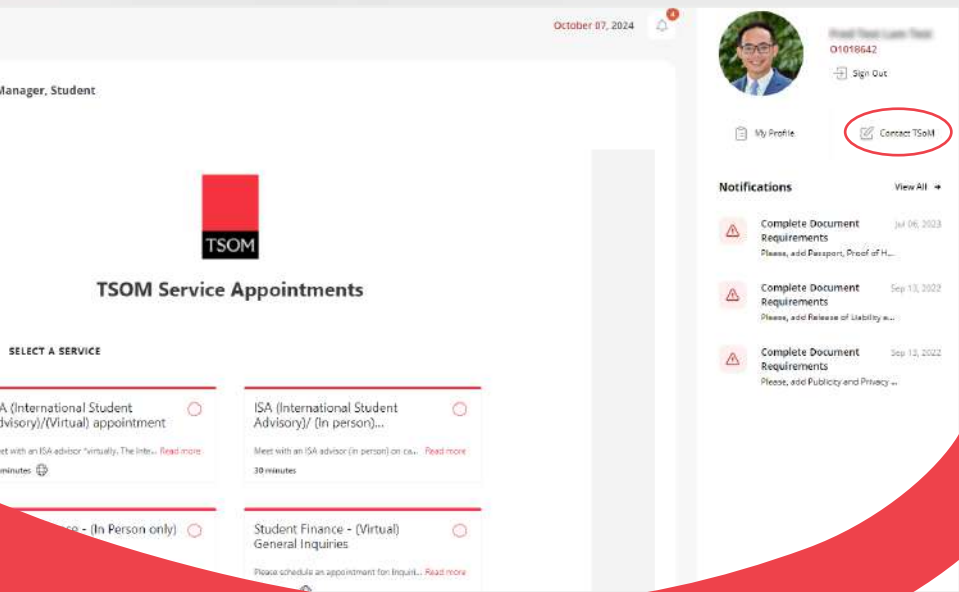
All students can book appointments with TSOM staff via Microsoft Bookings on your Student Portal.



To book an appointment,

- Go to your Student Portal and click on Contact TSOM.
- Scroll to the desired department, choose a date and time as well as if you want a virtual or in-person booking.
- You should receive a confirmation email. If you don't or if you have questions, email Student Services.

Please email studentservices@torontosom.ca if you have any issues.



Health, Wellness and Accessibility Services

Accessibility Services

TSOM Accessibility Services offers support and academic accommodations to students with documented disabilities or medical conditions, ensuring fair opportunities to engage in academic activities and meet course and program requirements.

If you have a permanent or temporary disability or medical condition, contact an Accessibility Counsellor at accessibility@torontosom.ca to inquire about available academic accommodations. This service is free and confidential.

The Accessibility Counsellor will:

- Schedule a meeting with you to conduct a thorough interview to understand your request.
- Review and validate your documentation.
- May request additional information and/or documentation if needed.

If approved, Accessibility Services will create an Accessibility Plan that outlines your academic accommodations.

Other resources

- **Suicide Crisis Helpline**
call or text 9-8-8

To connect with a mental health professional one-on-one:

- Call 1-888-668-6810 or text **WELLNESS** to 686868 **for youth**.
- Call 1-866-585-0445 or text **WELLNESS** to 741741 **for adults**.



GuardMe Student Support Program (GMSSP)

GMSSP provides a safe and inclusive space for students to access mental health support that meets them where they are.

Get to know the benefits of GMSSP

- Unlimited real-time support
- Scheduled appointments
- Peer support community
- Confidential access to counsellors
- Campus and community resource referrals
- Free app with 100+ resources
- Match with a counsellor that meets your needs
- Support in 140+ languages

Get help with any school, health, or general life concern

- Managing stress
- Depression and anxiety
- Social isolation
- Homesickness
- Mental health issues
- Coping with trauma
- Family challenges
- Academic issues

And much more!

GuardMe™ STUDENT SUPPORT PROGRAM



Get set up with the
Student Support app

Access Support

Easiest ways to access support:

1. Chat by downloading the Student Support App. Scan QR code.
2. Call anytime from anywhere in the world

Within Canada & USA
1-844-451-9700

Outside of Canada & USA
+1-416-380-6578

Visit gmssp.org

Toronto Public Library (TPL)

There are many TPL library branches in Toronto. Students can have access to their extensive databases of e-books and physical print books. If students have a library card, they can join online classes offered by Toronto Public Library and receive certificates after completion.

[Online Courses from Toronto Public Library.](#)



How to get a Toronto Public Library Card:

To get a full-service library card that allows you to borrow library items and place holds on both physical and digital materials, you will need to visit a library branch with valid and current name and address identification.

To be eligible for a Toronto Public Library Card, you must:

- Live in the City of Toronto (students can use their current bill or lease showing their current address)
- Go to school in the City of Toronto (students can show their student cards/ID)

[Library cards expire](#) once a year.

You may renew your card online (if eligible) or visit a library branch in person to renew your card.



Online Resources

Perlego Database

- Perlego is a digital online library focusing on the delivery of academic, professional and non-fiction eBooks, that contains over 585,000 titles in English, Italian, Spanish, French and German.
- It is a subscription-based service that is available to TSOM students and grants unlimited access to these texts for the duration of your program.
- You can create your own Perlego Account when you receive your Perlego Registration E-mail, which contains a registration link and group code.
- If you do not receive it, please contact library@torontosom.ca



Academic Policies and Advising

Attendance Policy

- Students are expected to attend all classes (70% attendance required for all students).
- It is the student's responsibility to attend all classes.
- International students that attend less than 70% of classes without a valid excuse may be suspended from their courses and may be reported to the IRCC (Refer to the Attendance Policy).
- BE ON TIME. Being more than 30 minutes late will result in 50% attendance deduction for that day

Academic Progression

Students are required to achieve 60% or above in their courses to pass the module and must pass all required modules to be able to successfully complete their program. For students enrolled in a co-op program, all academic modules must be successfully completed before they can begin their co-op work placement.

Academic Progression Policy

Any questions, comments or concerns, please email academics@torontosom.ca

Cheating and Plagiarism

Both cheating and plagiarism are considered an academic offence and will not be tolerated at any time.

Academic Support and Peer Tutoring

At TSOM, we are committed to helping you succeed academically. If you are facing challenges in your courses, we offer peer tutoring services to help you better understand course material and improve your performance.

You can be matched with a peer tutor who will provide personalized academic support. For students who excel in their studies, we encourage you to apply to become a peer tutor.

As a tutor, you will not only assist fellow students in improving their grades, but also expand your social network, enhance your communication and leadership skills, deepen your academic knowledge, earn volunteer hours, and receive official recognition from TSOM for your contributions.

Authorized leave

Students enrolled in programs at TSOM are expected to attend classes as scheduled. However, they may request authorized leave for the following reasons, provided they are in good academic and financial standing and submit proper documentation:

- Medical illness or injury
- Maternity leave/pregnancy
- Family emergency
- Death or serious illness of a family member
- Military service

To request authorized leave, students must submit the necessary documentation and receive approval from the Academic department before the leave period begins. The authorized leave period cannot exceed 150 days. For detailed information and policy guidelines, please refer to– **[Attendance and Absenteeism Policy.](#)**

The academic policies listed on these pages do not reflect all academic policies and procedures. For more detailed information, please refer to the following policies:

- [Program Change Policy](#)
- [Advanced Standing Policy](#)
- [Hybrid Learning Delivery Policy](#)
- [Evaluations Policy](#)



Learning Strategies

Check your Emails

Important announcements, updates and revised course plans will be posted on Canvas (your learning portal). Students must examine all documents and announcements carefully and be sure to check for any new dates and deadlines.

Make a Study Plan and Stick to It

Students are requested to set small goals to tackle their work and ensure they are achievable. They should stay organized and create a schedule with dates and times for tasks that need to be completed.

However, they should also plan for some wiggle room as things will come up and they will need to readjust their schedule. It is suggested that students check off tasks that have been completed. This will help them feel they have accomplished things and help motivate them to continue.



[Welcome Hub and](#)
[Canvas Tutorials](#)

Eliminate Distractions

This includes social media. Students are requested to turn their phones and notifications off while they are studying. Remember to carve out time to connect with friends as well – it will be important to stay connected to others! Students should define their objectives for uninterrupted work time and be sure to take breaks. They may use apps that can help eliminate distractions by blocking the apps or websites that compete for their attention.

CHECK OUT THESE LINKS:

- [Pomodoro Technique for Time Management](#)
- [Getting Things Done](#)
- [Cold Turkey](#)

Taking Notes

It is recommended that students take notes while they read and watch videos, just as they would if they were in the classroom setting. Students who learn better as auditory learners should read the articles and slides out loud.

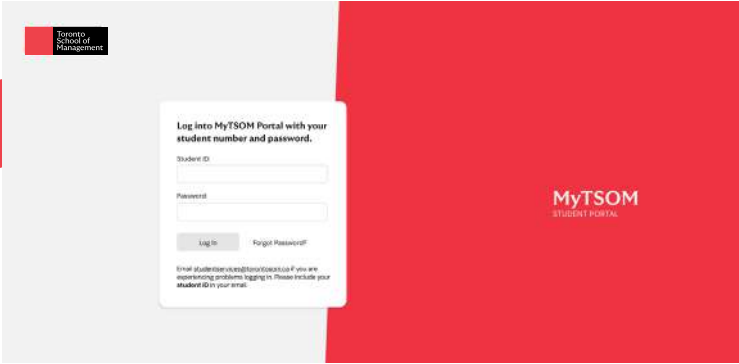
Check out this link for more helpful tips:

[Reading and Note-Taking Strategies site](#)



MyTSOM Student Portal

The **MyTSOM Student Portal** is a vital component to your experience as a TSOM student, serving as the central hub for all essential administrative tasks. It is important that students visit the portal regularly to check messages in the portal mailbox, see class schedules, find important documents, learn payment deadlines, and receive important notifications from TSOM.



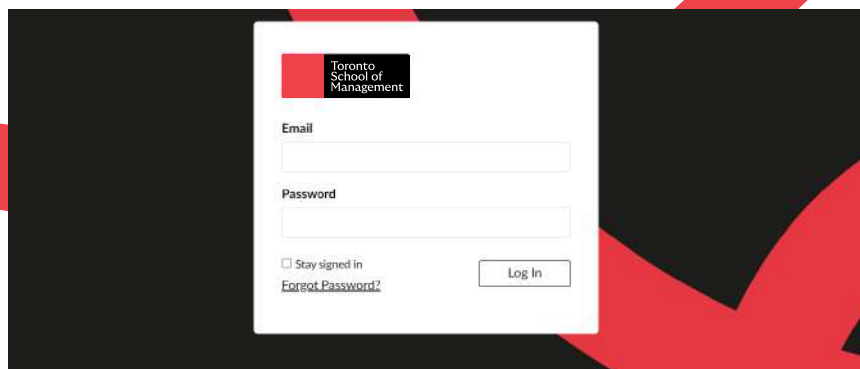
On **TSOM's Student Portal**, you can find all the resources to help you with any administrative needs.

MyTSOM Student Portal Sections	What it's for
Issued Letters	Access your Letter of Acceptance (LOA) and other letters issued by the school as well as payment receipts.
Total Account Balance Overdue Financials	View your TSOM account balance.
Notifications Messages	Discover recent news and emails from TSOM.
Academic	Review your program schedule and your class attendance.
Timetable	View or download and print your current timetable.
Documents	Upload important documents, such as your study permit, health insurance, and co-op work permit.
Resource Center	Access additional resources for support with housing, student life, and more.
Go To CANVAS	Go to the Canvas homepage.
My Profile	View your personal information here. When you change addresses, get a new phone number, or make any other changes to your personal information, be sure to update your profile here.
Contact MyTSOM	Book an appointment with Student Services, Career Services, ISA or many other helpful departments.

student, you will be using two main platforms for all your MyTSOM Student Portal and Canvas.

Canvas

Canvas is the gateway to your academic studies at TSOM.



Canvas Sections	What it's for
	See school-wide announcements and see your modules on the Dashboard.
	Access and preview a list of your modules (courses), including your Academic and Career Services modules.
	Check out which Groups you are in.
	Look at your Calendar.
	Keep up with your mail in your Inbox.
Home Announcements Discussions Assignments Grades People	After clicking your module, you can access your individual class schedule, discussions, assignments, grades and much more. On Canvas, Course refers to your module.
<div>View Course Stream</div> <div>View Course Calendar</div> <div>View Course Notifications</div>	Find your course stream, calendar, and notifications specific to your module.
	Ask questions to resolve minor Canvas issues in the Help section.
Notifications Files Settings ePortfolios Global Announcements	Change and update your Canvas details.

If you are experiencing any technical issues, please email studentservices@torontosom.ca.



Career Services

During

Program Starts



Support through job application process

Netw
Gu

Career exploration:

Individualized counseling to help students define goals, create strategies, and find jobs that match their skills, interests, and values.

Skill Development and Training:

Workshops and training sessions to enhance students' professional skills, including resume writing, interview preparation, and networking strategies.



Get Support from Career Services

g your co-op period, communicating between students & employers, monitoring progress/work site visits, students’ inquiries.

working events, uest speakers	TSOM Job Fairs	➔	Co-op Placement
Platforms: Access to external platforms that help students find work through employer databases and networking events. Self-paced modules on Resume & Cover Letter and Co-op Term Preparation.		Canvas: Useful Information and FAQs . Career tools like career exploration tests, résumés, interview aids, and job seeking strategies. Calendar of events, jobs, and volunteer opportunities.	

Work Off-Campus

You can work off-campus without a work permit if you meet all these requirements:

- you're a full-time student at a designated learning institution (DLI).
- you're enrolled in a post-secondary academic, vocational or professional training program.
- your study program is at least 6 months long and leads to a degree, diploma or certificate.
- you've started studying.
- you have a Social Insurance Number (SIN).
- you're only studying part-time, instead of full-time, because:
 - you're in the last semester of your study program and you don't need a full course load to complete your program and
 - you were a full-time student in your program in Canada, up until your last semester

If you're on an authorized leave from your studies, or you're switching schools and you're not studying, you can't work off campus. You can only return to work once you're back to studying.

Co-op Work Permit

In order to work at an official co-op, international students need to present a valid co-op work permit.

- The co-op work permit is not open for any employer.
- Can only be used during the co-op term for the co-op position approved by Career Services.
- Non-placement work undertaken during the co-op term must be covered by the study permit (20 hours/week).
- Co-op work permit: you can apply on the IRCC website if it has not been issued together with your study permit (apply early to ensure your eligibility to progress into the co-op term).

***Please note that both the off-campus work information above and Co-op work permits apply only to international students**

Co-op experience options

There are numerous ways to find a co-op placement! While most students begin their search for a work opportunity on Canvas, there are many other avenues and platforms that can help you find a position aligning with your goals and meeting our co-op module requirements. We also provide a monthly updated calendar of career related events happening in the city. Join our workshops to increase your chances for a better job. Attend our employer events to get exclusive access to details about company objectives, products, and services, as well as the hiring, screening, and interview processes.

- Physical placement anywhere in Canada
- Virtual or in-person

How to find Co-op placement

- Self-Procured: Practice job search strategies
- TSOM Partners
- Job Fairs (Not only at TSOM but also big organizations arrange job fairs once or twice a year)
- Social Network

For more details, please visit [Co-op Placement Policy](#).



Student Activities



TSOM believes in creating a lively and interesting campus culture that extends beyond the classroom. Our Student Activities program is designed to give students a well-rounded educational experience, including opportunities for personal development, cultural enrichment, and long-term connections.

Students can expect to experience and appreciate TSOM's diversity through cultural exchange events on-campus. Our off-campus excursions to iconic landmarks, museums, and other points of interest in and around Toronto also provide students an opportunity to connect with



the city and gain valuable insight outside of the classroom. Our year-round outdoor programs encompass a variety of activities, from winter skiing to summer camping trips and white-water rafting expeditions.

We recognize the integral role that physical activity plays in maintaining a balanced and fulfilling life. TSOM offers a diverse array of sports and recreation options. From friendly intramural competitions to fitness classes, we encourage students to maintain physical well-being and form meaningful connections with fellow students.

TSOM's Social Activities can be found on Canvas, noticeboards and on our Instagram, Facebook and LinkedIn accounts.

Activity/Event Questions: studentassociation@torontosom.ca

Students Facebook Group: [Students of TSOM](#)

FB: [@TorontoSchoolOfManagement](#)

IG: [@torontoschoolofmanagement](#)

Twitter: [@TorontoSoM](#)



Outdoor Activities

TSOM organizes outdoor activities year-round, providing students with opportunities to explore nature and enjoy group trips. From thrilling white-water rafting expeditions and vibrant fall hikes to exhilarating winter snow sports, spring forest adventures, and summer beach outings, there's something for everyone to enjoy in every season!

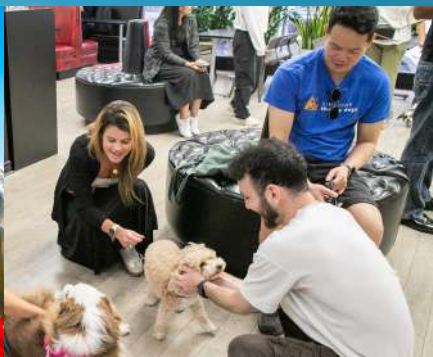


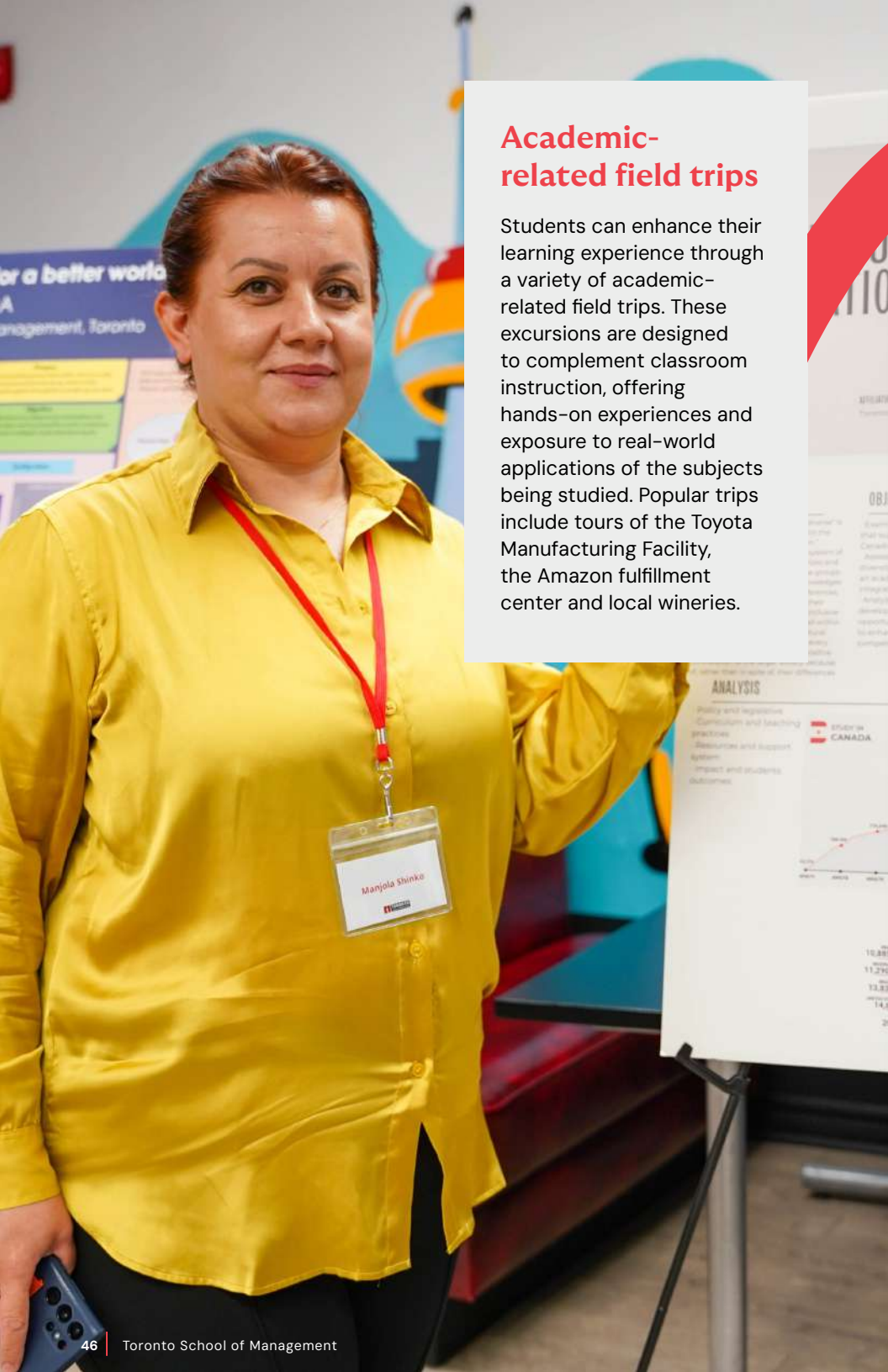


A young woman with dark hair is smiling at the camera. She is wearing a light-colored wide-brimmed hat, a green ribbed tank top, a white beaded necklace, and large red hoop earrings. She is standing in a field of tall sunflowers under a clear blue sky. A white text box is overlaid on the right side of the image.

Wellness Activities

Students can look forward to a range of wellness activities both on and off campus, designed to promote relaxation and stress relief. Offerings include dental clinics, wellness massages, and various other services to support student well-being throughout the academic year.





Academic-related field trips

Students can enhance their learning experience through a variety of academic-related field trips. These excursions are designed to complement classroom instruction, offering hands-on experiences and exposure to real-world applications of the subjects being studied. Popular trips include tours of the Toyota Manufacturing Facility, the Amazon fulfillment center and local wineries.

ANALYSIS

Policy and legislative practices
Curriculum and teaching
Resources and support system
Impact and students' outcomes

STUDY IN CANADA



10.8%
11.2%
11.8%
12.4%





Athletics

TSOM provides students with opportunities to engage in athletics throughout the year, fostering a healthy, active lifestyle. These programs emphasize physical fitness, teamwork, and well-being, allowing students to balance academics with physical activity. Popular sports on offer include soccer, badminton, volleyball, and track.





Cultural Events

Our campus fosters cultural exchange and understanding through various activities, such as cultural celebrations and recognition of popular holidays. These initiatives allow students to share their heritage and learn from each other, creating a vibrant community that embraces diverse cultures and broadens perspectives.






Weekly Excursions

Our weekly outings will take you to local attractions, popular landmarks, and recreational activities, in and around Toronto, providing opportunities to explore the surrounding area, meet fellow students, and make lasting memories.





TSOM Facilities


TSOM offers students a variety of facilities to support different aspects of their lives on campus.


 **Student Lounge:** Located on the first floor, this comfortable area is perfect for relaxing, socialising, or studying between classes. It is also the venue for social events on campus!


 **Campus Café:** Found on the first floor, this café offers a variety of snacks, beverages, and light meals in a relaxed setting.


 **Student Kitchens:** Situated on multiple floors, TSOM Student Kitchens are equipped with appliances such as fridges and microwaves for storing and heating your meals.

 **Learning Commons:** Positioned on the first floor, this collaborative space provides resources and technology to support your academic needs. Career Services also hosts workshops and events here!

 **Water Dispensers:** Available throughout the campus, these dispensers provide easy access to fresh, filtered water.

 **Gender-Neutral Washroom:** This inclusive facility is designed to accommodate all students comfortably.

 **Library:** The library offers a quiet environment for study, research, and access to a wide range of academic materials.

 **Multi-Faith Prayer Room:** Located on the 4th floor, this quiet space is available for students of all faiths to pray or meditate.

Housing

TSOM offers an off-campus housing service to help students find safe and affordable housing tailored to their specific needs.

Housing Questions:

housing@torontosom.ca



[TSOM Housing Page](#)

Campus Etiquette

Please take a moment to review [our campus rules](#).

Here are some key highlights:

■ Animals and Pets

TSOM welcomes documented, trained service animals.

Otherwise, no animals or pets are permitted unless approved by the Associate Dean of Academics for specific academic purposes.

■ Bicycles/Scooters

No bicycles, scooters, skateboards, or other recreational vehicles are permitted on campus or within the limits of an off-campus event.

TSOM holds no responsibility for lost, stolen, or damaged means of transportation.

Mobility aids and mobility assistive devices are permitted.

Security Surveillance

Toronto School of Management uses 24/7 video surveillance on campus to enhance the safety and security of our campus community members and property. However, we urge all students to remain vigilant and take personal responsibility for securing their belongings at all times. The school is not responsible for any lost, stolen, or misplaced items. Always be cautious with your valuables and avoid leaving them unattended.

■ Smoking

Smoking within 9 metres of any TSOM entrance/exit is also strictly prohibited.

■ Visiting Minors

As only registered students may attend classes and related activities/events, students and employees are not permitted to bring children to campus unless approved by the Associate Dean of Academics for specific academic purposes.

Visitors who bring minors to campus or to off-campus events must supervise them at all times.

Child Care Centres

Find local child care centres within your neighbourhood by searching the websites below:

[CITY OF TORONTO](#)

[GOVERNMENT OF ONTARIO](#)

[NETWORK CHILDCARE SERVICES](#)

Church Street School Daycare

83 Alexander St, Toronto, ON M4Y 1B7
416-925-1197

Queen's Park Child Care

900 Bay St, Toronto, ON M7A 2A2
416-327-9979

Gerrard Early Learning Centre

163 Gerrard St E, Toronto, ON M5A 2E5
416-926-2208


Important Contacts

IMPORTANT EMAILS:

- academics@torontosom.ca:
For academic and program-related matters
- enrollments@torontosom.ca:
For enrollment-related matters
- studentservices@torontosom.ca:
For student affairs and issuance of documents
- careerservices@torontosom.ca:
For co-op inquiries and career services
- studentfinance@torontosom.ca:
For payment-related services
- academicpathways@torontosom.ca:
For pathway inquiries with TSOM partner schools after completing TSOM programs
- isa@torontosom.ca:
For visa and immigration inquiries, including study permits and co-op work permits
- registrars@torontosom.ca:
For inquiries about diplomas, reinstatements, and the withdrawal process
- accessibility@torontosom.ca:
For accessibility support requests
- housing@torontosom.ca:
For short- and long-term housing assistance
- travelsupport@torontosom.ca:
For travel-related support to and from Toronto
- studentassociation@torontosom.ca:
For student activities
- refunds@torontosom.ca:
For refund-related matters
- alumni@torontosom.ca:
For alumni support and convocation services
- [MS Booking Portal](#):
Make virtual and in-person appointments with all our departments

IF YOU NEED URGENT MEDICAL OR PSYCHIATRIC ATTENTION, NEED HELP IN AN EMERGENCY OR ARE IN CRISIS:

- Visit your local emergency department, general hospitals or **call 911**
- **If you or someone you know is thinking about suicide, call or text 9-8-8. Support is available 24 hours a day, 7 days a week.**
- Non-emergency calls for **Toronto Police 416-808-2222**
- Contact a nurse at **Telehealth Ontario** by dialing **1-866-797-0000**



+1-416-800-2204 | torontosom.ca |
studentservices@torontosom.ca

22 College Street, Suite 300,
Toronto, ON, M5G 1K2, Canada

© Toronto School of Management. All rights reserved.
Terms and conditions apply. E&OE.

Registered as a career college under the Ontario
Career Colleges Act, 2005 – ID Number: 141054.
Designated Learning Institution number DLI
#O131394510557

Information given in this brochure is correct at the
time of publication and is subject to change.

